

AMENDMENT OF SOLICITATION/ MODIFICATION OF CONTRACT			1. CONTRACT ID CODE N/A	PAGE 1 of 2
2. AMENDMENT/ MODIFICATION NO. A001		3. EFFECTIVE DATE 1/30/2008	4. REQUISITION/PURCHASE NO. N/A	5. PROJECT NO. (If applicable) IT Support
6. ISSUED BY Department of Transportation Federal Highway Administration 610 East Fifth Street Vancouver WA 98661-3801		CODE N/A	7. ADMINISTERED BY (If other than Item 6) CODE N/A	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and Zip Code)			X	9A. AMENDMENT OF SOLICITATION NO. DTFH70-07-R-00023
				9B. DATED (SEE ITEM 11) 01/15/2008
				10A. MODIFICATION OF CONTRACT/ORDER NO. N/A
				10B. DATED (SEE ITEM 13) N/A
CODE: N/A		FACILITY CODE: N/A		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers

() is extended, (**X**) is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. **FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

N/A

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

A	THIS CHANGE ORDER IS ISSUED PURSUANT TO (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A: N/A
B	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (Such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b): N/A
C	THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: N/A
D	OTHER (Specify type of modification and authority) N/A

E. IMPORTANT: Contractor n/a is not, n/a is required to sign this document and return n/a copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/~~MODIFICATION~~ (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See Page 2

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.			
15a. NAME AND TITLE OF SIGNER (Type or print)		15a. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
		N/A	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
BY _____ (Signature of person authorized to sign)		BY <u>N/A</u> (Signature of Contracting Officer)	N/A

The purpose of this amendment is to clarify the anticipated level of effort for the WFLHD initial task order and incorporate the evaluation of subcontractors, teaming agreements, and Joint Ventures. The initial task order statement of work is changed to indicate the distribution of the labor categories to specified tasks.

IDIQ Package Changes:

SF 1449: Block 10 adds NAICS 541513 and Size Standard \$23 million. Revised page is attached, changes are indicated by a vertical line (|) in the right margin.

Section B: Pages Base-4, OPT-1-4, OPT-2-4, and OPT-3-4. Add line items 73 IT Material Control and Peripheral Specialist and 74 IT Material Control and Peripheral Specialist OT to each period. Change the item number for "Fee on Other Direct Costs" to a unique number that allows the flexibility to add schedule items in the future. Revised pages are attached, changes are indicated by a vertical line (|) in the right margin.

Section F: Page F-7, paragraph F-2(B) and change the number in Volume 1 to Roman numeral I. Page F-8, paragraph C, adds information required for Teaming, Subcontractors, and Joint Ventures. Revised pages are attached, changes are indicated by a vertical line (|) in the right margin.

Evaluation Schedule: Adds IT Material Control and Peripheral Specialist to each schedule. Revised pages are attached, changes are indicated by a vertical line (|) in the right margin.

Draft WFL Task Order Changes:

Schedule: Page B-1, Line Item 0007 and 0008, PC Software Specialist I changes the anticipated number of people from 2 to 1. Revised page is attached, changes are indicated by a vertical line (|) in the right margin.

PWS: Pages C-3 through C-10. Adds the corresponding Labor Category from the schedule to the specified tasks. Revised pages are attached, changes are indicated by a vertical line (|) in the right margin.

Comments & Responses: Questions and Comments from potential offerors and the Government Responses may be viewed online. This information is updated daily and offerors are asked to review this page prior to submitting a comment or question to eliminate the potential of duplication. For your convenience, a link to submit questions/comments via e-mail has been provided on this page:
http://www.wfl.fhwa.dot.gov/edi/service_contracts.htm.

To view the current questions and answers please go to:
<http://www.wfl.fhwa.dot.gov/edi/ga/view.htm?pid=22847>.

(6) Enclosures:

SF 1449 – 1 page

IDIQ Section B – 4 pages

IDIQ Section F – 2 pages

IDIQ Evaluation Schedule – 4 pages

Draft WFL Task Order Schedule – 1 page

Draft WFL Task Order PWS – 8 pages

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER		PAGE 1 OF	
2. CONTRACT NO.		3. AWARD/EFFECTIVE DATE		4. ORDER NUMBER		5. SOLICITATION NUMBER DTFH70-07-R-00023	
						6. SOLICITATION ISSUE DATE 1/15/2008	
7. FOR SOLICITATION INFORMATION CALL:		a. NAME Marlene Marcellay				b. TELEPHONE NUMBER (No collect calls) 360-619-7565	
						8. OFFER DUE DATE/ LOCAL TIME 2/14/2008 2p.m.	
9. ISSUED BY FEDERAL HIGHWAY ADMINISTRATION 610 EAST FIFTH STREET VANCOUVER, WA 98661-3801				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100 % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> EMERGING SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input checked="" type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> 8(A) NAICS: 541513 SIZE STANDARD: \$23 million			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
						14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP	
15. DELIVER TO DEFINED ON A TASK ORDER BASIS				16. ADMINISTERED BY DEFINED ON A TASK ORDER BASIS			
17a. CONTRACTOR/OFFEROR TELEPHONE NO.				18a. PAYMENT WILL BE MADE BY DEFINED ON A TASK ORDER BASIS			
17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>				18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	SEE ATTACHED SCHEDULE						
				(Use Reverse and/or Attach Additional Sheets as Necessary)			
25. ACCOUNTING AND APPROPRIATION DATA INDICATED ON EACH TASK ORDER					26. TOTAL AWARD AMOUNT (For Govt. Use Only) SEE TASK ORDER		
<input checked="" type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA					<input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED		
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA					<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED		
<input type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED					<input type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED _____. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:		
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			
30b. NAME AND TITLE OF SIGNER (Type or print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or print)		31c. DATE SIGNED	

**BASIC PERIOD
PRICE SCHEDULE**

4.0

April 1 2008 through March 31 2010

LABOR HOUR RATES (Statement of Work Para 8.0)				(Optional Locations)		
				WFLHD	CFLHD	EFLHD
LINE	DESCRIPTION		UNIT	UNIT	UNIT	UNIT
ITEM				PRICE	PRICE	PRICE
0065	Communications Technician I		HR			
0066	Communications Technician I	OT	HR			
0067	Cable Installer III		HR			
0068	Cable Installer III	OT	HR			
0069	Cable Installer II		HR			
0070	Cable Installer II	OT	HR			
0071	Cable Installer I		HR			
0072	Cable Installer I	OT	HR			
0073	IT Material Control and Peripheral Specialist		HR			
0074	IT Material Control and Peripheral Specialist	OT	HR			
OTHER DIRECT COSTS (Statement of Work Para 4.6)						
01ODC1	Fee on Other Direct Costs					

OPTION PERIOD 1
PRICE SCHEDULE

5.0

April 1 2010 through March 31 2012

LABOR HOUR RATES (Statement of Work Para 8.0)				WFLHD	(Optional Locations)	
					CFLHD	EFLHD
LINE				UNIT	UNIT	UNIT
ITEM	DESCRIPTION			PRICE	PRICE	PRICE
1067	Cable Installer III			HR		
1068	Cable Installer III	OT		HR		
1069	Cable Installer II			HR		
1070	Cable Installer II	OT		HR		
1071	Cable Installer I			HR		
1072	Cable Installer I	OT		HR		
1073	IT Material Control and Peripheral Specialist			HR		
1074	IT Material Control and Peripheral Specialist	OT		HR		
OTHER DIRECT COSTS (Statement of Work Para 4.6)						
02ODC1	Fee on Other Direct Costs					

**OPTION PERIOD 2
PRICE SCHEDULE**

6.0

April 1 2012 through March 31 2014

LABOR HOUR RATES (Statement of Work Para 8.0)				WFLHD	(Optional Locations)	
LINE				UNIT	CFLHD	EFLHD
ITEM	DESCRIPTION		UNIT	PRICE	PRICE	PRICE
2065	Communications Technician I		HR			
2066	Communications Technician I	OT	HR			
2067	Cable Installer III		HR			
2068	Cable Installer III	OT	HR			
2069	Cable Installer II		HR			
2070	Cable Installer II	OT	HR			
2071	Cable Installer I		HR			
2072	Cable Installer I	OT	HR			
2073	IT Material Control and Peripheral Specialist		HR			
2074	IT Material Control and Peripheral Specialist	OT	HR			
OTHER DIRECT COSTS (Statement of Work Para 4.6)						
03ODC1	Fee on Other Direct Costs					

**OPTION PERIOD 3
PRICE SCHEDULE**

7.0

April 1 2014 through March 31 2016

LABOR HOUR RATES (Statement of Work Para 8.0)				WFLHD	(Optional Locations)	
LINE				UNIT	CFLHD	EFLHD
ITEM	DESCRIPTION		UNIT	PRICE	PRICE	PRICE
3065	Communications Technician I		HR			
3066	Communications Technician I	OT	HR			
3067	Cable Installer III		HR			
3068	Cable Installer III	OT	HR			
3069	Cable Installer II		HR			
3070	Cable Installer II	OT	HR			
3071	Cable Installer I		HR			
3072	Cable Installer I	OT	HR			
3073	IT Material Control and Peripheral Specialist		HR			
3074	IT Material Control and Peripheral Specialist	OT	HR			
OTHER DIRECT COSTS (Statement of Work Para 4.6)						
04ODC1	Fee on Other Direct Costs					

F-2 Proposal Submission Instructions

A. Offer Submission Due Dates

All proposals submitted in response to this solicitation shall be submitted to the office specified in this solicitation at or before the exact time specified in this solicitation.

B. Offer Submission General

All proposals submitted shall include a “hard copy/ paper” cover letter that is signed and dated by the offeror, and which identifies the proposal, the offeror, and the relevant solicitation number. The offeror is cautioned to review all sections carefully and complete the necessary fill-ins and certifications. Submittal envelopes/packages shall be clearly marked with the solicitation number.

Volume I- Technical Proposal: Submit the Following:

Original and 1 Copy:

- SF 1449 (pages A-1 and A-2)
- Authority to Sign
- Representations and Certifications (pages E-1 through E-13 or ORCA)
- Information required by TAR provision 1252.239-71, Information Technology Security Plan and Accreditation in Section E (page E-13)

Original and 3 Copies:

- Technical Information Form 1 (pages G-11 through G-14)
- Technical Qualifications (pages G-8 and G-9)

Information submitted that was not requested, as part of this solicitation will not be evaluated.

NOTE: Offerors are cautioned to submit sufficient information to enable the evaluator(s) to fully ascertain the Offeror’s capability to perform the requirements of the solicitation. The offerors are responsible for ensuring Contractor Performance Evaluation Surveys are submitted directly from the owner/agency to the Government. The Government requires that offerors provide only the specific information requested in the solicitation. Any information submitted that exceeds the information requested will not be evaluated.

Volume II - Price Proposal:

Original and 1 Copy:

- Bid schedule
 - Base Period pages Base-1 through Base-4
 - Option Period 1 pages OPT-1-1 through OPT-1-4
 - Option Period 2 pages OPT-2-1 through OPT-2-4
 - Option Period 3 pages OPT-3-1 through OPT-3-4

Offerors shall submit one original and one (1) copy of the price proposal that are identical in content.

Each volume shall be labeled with the volume number/ volume title/ copy number (ex., Volume I- Technical Proposal/ Copy 1), the offeror’s corporate name, and the solicitation number.

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C. Volume I – Technical Proposal

Teaming/Subcontractors: Offeror's with teaming arrangements must submit a copy of the teaming arrangement that indicates both firms intention to be bound by the arrangement. Offeror's submitting as a Joint Venture (JV) shall provide a copy of the executed agreement. The Government may verify the JV with the cognizant SBA office. **Failure to provide copies of the JV or teaming agreements will result in the Offeror being determined unacceptable.** Documentation must indicate the SDVO Small Business Concern spends at least 50% of the cost of the contract performance incurred for personnel on the concern's employees or on the employees of other SDVO SBCs {13CFR125.6(b) and FAR Clause 52.219-14}.

1) Factor 1 – Experience

The Offeror's corporate experience documentation (LPTA Factor 1 Form) and Contractor Performance Evaluation Surveys as required by the evaluation criteria in Section G.

2) Factor 2 – Technical Qualifications

Each offeror shall provide a narrative description of their technical qualifications that demonstrates that the offeror understands the technical requirements of the solicitation. The offeror's technical qualifications narrative must be sufficiently specific, detailed and complete to clearly and fully demonstrate the techniques and procedures the offeror will employ to meet all of the technical qualification requirements listed in the evaluation criteria.

The technical qualifications document shall be limited to 10 pages. These limits are based upon single side page printing, Times New Roman with a font size of 12 point, use of single spacing, and a one-inch page margin on all sides of an 8.5" x 11" sheet. The Government requires that offerors provide only the specific information requested in the solicitation. Any information submitted that exceeds the first 10 pages of the technical qualifications document will not be evaluated.

(End of provision)

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4.0

**EVALUATION SCHEDULE BASE PERIOD
FOR EVALUATION PURPOSES ONLY
April 1 2008 through March 31 2010**

LABOR HOUR RATES (Statement of Work Para 8.0)

LINE ITEM	DESCRIPTION	UNIT	EVAL QUANTITY	WFLHD	
				UNIT PRICE	EVAL TOTAL
0069	Cable Installer II	HR	120	\$	-
0070	Cable Installer II	OT HR	20	\$	-
0071	Cable Installer I	HR	120	\$	-
0072	Cable Installer I	OT HR	20	\$	-
0073	IT Material Control and Peripheral Specialist	HR	120	\$	-
0074	IT Material Control and Peripheral Specialist	HR	20	\$	-

OTHER DIRECT COSTS (Statement of Work Para 4.6)

01ODC1	Fee on Other Direct Costs	\$ 25,000.00	\$	-
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BASE PERIOD EVALUATION SCHEDULE TOTAL: \$ -
(Sum of all line items)

5.0

**EVALUATION SCHEDULE OPTION PERIOD 1
FOR EVALUATION PURPOSES ONLY
April 1 2010 through March 31 2012**

LABOR HOUR RATES (Statement of Work Para 8.0)

LINE ITEM	DESCRIPTION	UNIT	EVAL QUANTITY	WFLHD	
				UNIT PRICE	EVAL TOTAL
1069	Cable Installer II	HR	120	\$	-
1070	Cable Installer II	OT	20	\$	-
1071	Cable Installer I	HR	120	\$	-
1072	Cable Installer I	OT	20	\$	-
1073	IT Material Control and Peripheral Specialist	HR	120	\$	-
1074	IT Material Control and Peripheral Specialist	HR	20	\$	-

OTHER DIRECT COSTS (Statement of Work Para 4.6)

02ODC1	Fee on Other Direct Costs	\$ 25,000.00	\$	-
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1st OPTION PERIOD EVALUATION SCHEDULE TOTAL: \$ -
(Sum of all line items)

6.0

EVALUATION SCHEDULE OPTION PERIOD 2
FOR EVALUATION PURPOSES ONLY
April 1 2012 through March 31 2014

LABOR HOUR RATES (Statement of Work Para 8.0)

LINE ITEM	DESCRIPTION	UNIT	EVAL QUANTITY	WFLHD	
				UNIT PRICE	EVAL TOTAL
2069	Cable Installer II	HR	120		\$ -
2070	Cable Installer II	OT	20		\$ -
2071	Cable Installer I	HR	120		\$ -
2072	Cable Installer I	OT	20		\$ -
2073	IT Material Control and Peripheral Specialist	HR	120		\$ -
2074	IT Material Control and Peripheral Specialist	HR	20		\$ -

OTHER DIRECT COSTS (Statement of Work Para 4.6)

03ODC1	Fee on Other Direct Costs	\$ 25,000.00		\$ -
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2nd OPTION PERIOD EVALUATION SCHEDULE TOTAL: \$ -
(Sum of all line items)

7.0

EVALUATION SCHEDULE OPTION PERIOD 3
FOR EVALUATION PURPOSES ONLY
April 1 2014 through March 31 2016

LABOR HOUR RATES (Statement of Work Para 8.0)

LINE ITEM	DESCRIPTION	UNIT	EVAL QUANTITY	WFLHD	
				UNIT PRICE	EVAL TOTAL
3069	Cable Installer II	HR	120		\$ -
3070	Cable Installer II	OT	20		\$ -
3071	Cable Installer I	HR	120		\$ -
3072	Cable Installer I	OT	20		\$ -
3073	IT Material Control and Peripheral Specialist	HR	120		\$ -
3074	IT Material Control and Peripheral Specialist	HR	20		\$ -

OTHER DIRECT COSTS (Statement of Work Para 4.6)

04ODC1	Fee on Other Direct Costs	\$ 25,000.00		\$ -
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3rd OPTION PERIOD EVALUATION SCHEDULE TOTAL: \$ -
(Sum of all line items)

DRAFT WFL Task Order Schedule**Contract No: DTFH70-0X-D-0000X****Task Order: DRAFT****Mod 00**

Task Descrip: Network operations and maintenance support
 Federal Highway Administration/Western Federal Lands Division
 Vancouver, WA

TO CO:**TO COTR:****ALT TO COTR:**

Period of Performance: April xx, 2008 thru August xx, 2008 (funded)
 September xx, 2008 thru March xx, 2009 (subject to availability of funds)

Line Item	Labor Category	On/Off Site	Unit Price	No. of People	NTE Hours		Estimated Cost
					Base *	Extended	
0001	Technical Subj. Matter Spec. III	On		1	957	957	
0002	Technical Subj. Matter Spec. III -OT	On		1	10	10	
0003	PC Software Specialist III	On		1	919	919	
0004	PC Software Specialist III - OT	On		1	10	10	
0005	PC Software Specialist II	On		2	954	1908	
0006	PC Software Specialist II - OT	On		2	10	20	
0007	PC Software Specialist I	On		1	606	606	
0008	PC Software Specialist I - OT	On		1	10	10	
0009	Client Server Analyst II	On		2	966	1932	
0010	Client Server Analyst II - OT	On		2	0	0	
0011	Webmaster II	On		1	920	920	
0012	Webmaster II - OT	On		1	0	0	
0013	Senior Network Engineer	On		2	939	1878	
0014	Senior Network Engineer - OT	On		2	10	20	
0015	Sr. Computer Systems Analyst	On		1	944	944	
0016	Sr. Computer Systems Analyst - OT	On		1	0	0	
0017	IT Material Control & Peripheral Spec.	On		1	975	975	
0018	IT Material Control & Peripheral Spec.	On		1	10	10	
					Estimated Total:		\$ -
Line Item	Description			Unit of Issue	EST QTY	Unit Price	
0040	Travel			JB	1	\$ 5,000.00	\$ 5,000.00
0041	Training			JB	1	\$ 2,000.00	\$ 2,000.00
0042	Pager			Day	365	\$ -	\$ -
					Estimated Total:		\$ 7,000.00
0043	Contractor Markup					0%	\$ -
					Task Order Not to Exceed Total:		\$ 7,000.00
Funding Information			AMNT		SUM		
							\$0.00

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Performance Work Statement
for
Western Federal Lands Highway Division
Information Technology Support Services

1.0 Description of Services.

1.1 Western Federal Lands Division (WFLHD) provides transportation engineering services and construction management on national forests, national parks, Indian reservations, and other public lands by preparing plans, awarding contracts, managing construction projects, and conducting bridge inspections and surveys. WFLHD Information Technology section provides remote network operations and maintenance support, computer automation, and technology support, and communications support to approximately 270 users who deliver these services throughout the states of Alaska, Washington, Oregon, Idaho, Montana, and Wyoming.

1.2 WFLHD network servers and desktop software configuration is detailed in section 13.0.

1.3 The contractor shall provide personnel with expertise in the areas identified in section 13.0.

1.4 The contractor shall provide personnel for Service Desk, Network Support, and Computer repair and support duties with one or more of the following certifications unless waived by the Contracting Officers Technical Representative (COTR):

- MCSE
- MSCP
- A+ Certification
- Cisco CCENT/CCNA
- ITIL Foundation Certification

1.5 Personnel assigned must keep current on the common industry technologies associated with this task order, including state-of-the-art work and commercial systems in the technological areas.

1.6 Personnel must possess and maintain a valid state drivers' license and may be required to operate a Government furnished vehicle in conjunction with local or other travel to support the requirements of this task order.

2.0 Network/LAN Support. (Senior Network Engineer) The contractor shall:

2.1 Provide planning, engineering, and technical assistance to FHWA/WFLHD in the installation and upgrading of new and existing cabling, cable plant devices, file servers, communications servers, network switches, routers, KVM switches and software. As upgrades to FHWA baseline systems and software become available, the contractor shall provide the necessary expertise required to upgrade the network. This shall include the research and testing of software and hardware upgrades; writing technical instructions; developing detailed project plans including risk assessments, project milestones, and timelines. Provide training for LAN Administrators and other designated personnel.

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- 2.2** Provide computer, engineering, and other technical support (along with support for on-line systems) to ensure continuous operation of FHWA/WFLHD's LANs/WANs. This shall include working with personnel to conduct periodic reviews of LAN performance, configuration, and systems maintenance procedures at each location and, when requested, to evaluate LAN expansions options.
- 2.3** Maintain computer rooms, telecommunications closets, and network centers in a clean and orderly manner.
- 2.4** Respond to service requests related to problems with cabling, file servers, communication servers, print servers, and other LAN devices.
- 2.5** Support the current and future office automation platform and electronic mail systems.
- 2.6** Analyze processing malfunctions in cooperation with Government personnel to determine causes and take appropriate corrective action. Notify the Government Network Manager, IT Team Leader or Contracting Officer's Technical Representative (COTR) immediately if unable to solve a problem.
- 2.7** Perform standard operator preventative maintenance on all hardware as defined by the equipment vendor and/or WFLHD established procedures.
- 2.8** Monitor usage of equipment (i.e., ports, disks, CPU, workstations, and printers) using system tools and provide statistical utilization reports upon request.
- 2.9** Perform system maintenance (backup, restore, optimize, etc.) in accordance with established WFLHD procedures.
- 2.10** Ensure that all communication lines are operational; respond to all network and systems problems; and place service calls as necessary.
- 2.11** Be responsible for the creation, setup, and management of network user accounts; including meeting WFLHD security plan requirements.
- 2.12** Work in conjunction with the Network Manager, IT Team Leader or COTR, to develop LAN performance plans, strategies, policies, and standard operating procedures for WFLHD.
- 2.13** Perform emergency maintenance and other maintenance/upgrades on LAN hardware/software as necessary. This may require working outside normal duty hours. Prior to performing any after hour maintenance, approval must be obtained from Government personnel.
- 2.14** Set up and/or relocate hardware (i.e., network workstations, printers, servers, switches, routers) as required. This shall require lifting up to 40 pounds from floor to desktop height.
- 2.15** Initiate trouble call reports with applicable Government agencies or manufacturers on warranted items to replace or repair failed components.
- 2.16** Perform system backups and restores utilizing the appropriate backup software and archival maintenance as required, and on an emergency basis.

2.17 Set up local networks in remote field offices that have DSL or other high-speed data access. This may entail performing site assessments, network design/layout, setting up switches, routers and other network equipment.

2.18 Perform installations of cables, and minor construction type work such as drilling holes in floor, assembling cabinets and bolting them to the floor and/or wall; disassembling servers, and other rack mounted equipment to gain access for repairs; running fiber and copper wire in ceilings; mounting and connecting wall jacks; terminating fiber and copper connectors; and disassembling and removing equipment racks and cables.

3.0 **CAD Systems Software Support.** (Tech Subject Matter Spclst III) The contractor shall:

3.1 Provide software development and applications support for CAD systems users within the organization.

3.2 Develop and implement procedures and applications for use within WFLHD CAD environment including installation and troubleshooting of network and stand-alone systems. This shall include the research and testing of software and hardware upgrades; writing technical instructions; developing detailed project plans including risk assessments, project milestones, and timelines.

3.3 Provide and maintain technical documentation for custom software installation.

3.4 Create and customize CAD pen tables for a wide variety of printers/plotters.

3.5 Create and maintain custom workspaces for the CAD environment.

3.6 Provide training for CAD users as required.

3.7 Perform required duties to ensure daily/weekly/monthly backup of electronic design data.

3.8 Research and test new technologies, applications and improvements relative to the CAD environment.

3.9 Respond to service requests involving all computer hardware and software. This may require going to users' work area to resolve or troubleshoot a problem.

3.10 Provide technical assistance in the use of a variety of civil engineering software, including Bentley Microstation, Bentley Geopak, Bentley Interplot, and Bentley ProjectWise.

3.11 Serve as the WFLHD Projectwise electronic document management administrator.

3.12 Coordinate CAD software licensing.

3.13 Create and or maintain the following CAD application standard files for use. (Files are accessed by the three FLH Division offices (EFLHD, CFLHD, and WFLHD)).

3.13.1 Bentley Microstation Level Library

3.13.2 Bentley Custom Line Style file

3.13.3 Bentley Cell Library

3.13.4 Bentley Digital Interplot set files

3.13.5 Bentley Digital Interplot pen tables

3.13.6 Bentley ProjectWise XM Administrator

4.0 IT Material Control and Peripheral Support. (IT Material Control and Peripheral Spclst) The contractor shall:

4.1 Assist in the issue and receipt of IT equipment, materials, and supplies. Work is performed in a mixed environment of both an office setting and a warehouse environment. Support personnel may be required to routinely lift or move objects unassisted up to 70 pounds. Work shall be reviewed for accuracy, timeliness, and conformance to regulatory guidelines and technical specifications as appropriate by the Government Property Manager, or the COTR.

4.2 Input, update, or correct automated/manual inventory control records and databases for the tracking of IT equipment.

4.3 Perform inventory control procedures.

4.4 Perform shipping and receiving of IT hardware and software as required.

4.5 Perform administrative and warehouse support duties to facilitate the accurate tracking and reporting of IT equipment and supplies

4.6 Set-up and or relocate hardware (i.e., workstations, printers, servers) as required.

4.7 Assist in the management of the WFLHD document production environment and services. Including the testing and evaluating of hardware and software solutions specific to the document production environment (i.e., Print, Copy, Scan, Plot and Fax).

4.8 Work with other IT support groups to insure the efficient operation and availability of document production services and equipment.

4.9 Provide printer, copier, fax, scanner support and maintenance as defined by equipment vendor and or WFLHD established procedures.

4.10 Perform preventative maintenance and upgrades to copier, printer, scanner, fax, and computer equipment.

4.11 Perform diagnostic checks and inspections of automation and computer equipment to verify serviceability.

4.12 Collect and report usage statistics

4.13 Coordinate supply and repair services with manufactures and third party vendors where appropriate.

4.14 Provide technical assistance to other technicians and to end users. Insure that copy and print devices are appropriately supplied and are operational at all times.

5.0 Service Desk Support. (PC Software Spclst I,II & III) The contractor shall:

5.1 Provide uninterrupted coverage, (a minimum of two technicians must be available at all times), 5 days per week (Federal holidays excluded), during the hours of 6:00am – 5:00pm. However, due to agency requirements, or network support necessities, occasional changes to these hours may necessitate the use of a flex schedule to support other than normal duty hours.

5.2 Provide one technician will to be on call and available 24 hours per day, 7 days per week, and able to respond to telephonic inquiries within one hour of the time of notification. The technician will be available to report to duty to assist in correcting a user problem within 2 hours of initial notification. The contractor is expected to provide at least one local area pager (telephonic) to be used by the “on call technician.” Additional on-call services (in minimum 4-hour increments) may be required to support agency operational requirements during other times (weekends, holidays, and/or extended hours).

5.3 Maintain every service call at the Service Desk until resolved so that there is always a clear path to resolution.

5.4 Appoint a lead technician responsible for coordinating Service Desk support activities.

5.5 In conjunction with the Government Service Desk Manager, develop and implement Government IT Service Desk Improvements and Standard Operating Procedures based on, but not limited to, principles outlined by the Information Technology Infrastructure Library including procedures such as standard build documentation, pc troubleshooting procedures, service call escalation procedures, etc..

5.6 Test new or unique software and or hardware for compatibility with existing systems and services.

5.7 Receive service requests, log them and determine request priority and route request to appropriate source for resolution. Record service requests and messages, track and resolve service requests using Remedy or similar Government provided Service Desk support software.

5.8 Provide over-the-phone problem resolution as appropriate.

5.9 Receive and respond to user service request calls relating to hardware, software, connectivity, and telecommunications equipment. This may require going to users’ work area to resolve or troubleshoot a problem, however a continuous presence must be maintained at the Information Technology Service Desk during duty hours.

5.10 Perform standard preventive maintenance on all hardware as defined by the equipment vendor and/or WFLHD established procedures.

5.11 Monitor usage of equipment (i.e., ports disks, CPU, Workstations, and printers) using systems tools. Provide statistical utilization reports upon request.

5.12 Perform system maintenance (backup, restore, optimize, etc.) in accordance with established Government IT Service Desk procedures.

- 5.13** Keep communication lines operational; respond to user problems; and place service calls as necessary (including warranty calls, third party service providers, etc).
- 5.14** Analyze processing malfunctions in cooperation with local personnel (or remote personnel) to determine causes and take appropriate corrective action. Notify the Government Service Desk Manager or the Government IT Team Leader immediately, if unable to solve a problem.
- 5.15** Perform new software install and loads as well as reloads.
- 5.16** Setup and/or relocate hardware (i.e., workstations, printers, servers, etc.) as required. This requires lifting up to 40 pounds from floor to desktop height.
- 5.17** Ensure all printing equipment and other peripherals provide responsive service and are functional at all times. This includes troubleshooting printer specific problems; restarting queues; and replacing toner or other consumable supplies.
- 5.18** Ensure that all software operating on Government computers supported under this task order is licensed to the Government, and if applicable, that the licenses are current and reflect the correct number of nodes or seats. Report any licensing discrepancies to the Government Service Desk Manager or the Government IT Team Leader.
- 5.19** Initiate incident reports with applicable Government agencies or manufacturers on warranted items to replace or repair failed components.
- 5.20** Install and/or move network computer drops as required. This includes running cables; marking of cables/patch panels and RJ-45 faceplates; and testing installations.
- 5.21** Provide user training in the general usage and operation of LAN workstations as well as in the use of various software applications.
- 5.22** Perform minor construction type work like drilling holes in floor, assembling cabinets and bolting them to the floor and/or wall; disassembling and removing abandoned equipment racks and cables.
- 5.23** Maintain computer rooms, telecommunications closets, and network centers in a clean and orderly manner.
- 5.24** Respond to calls related to problems with network or telecommunications cabling.
- 6.0 Telecommunications Support.** (PC Software Spclst II & III) The contractor shall:
- 6.1** Provide support for the FHWA/WFLHD Nortel Meridian 1 Option 11c Public Branch Exchange system (PBX).
- 6.2** Inspect existing and/or newly installed telecommunications equipment and facilities to locate problems; verify work of vendors or maintenance personnel; or approve materials, procedures, and techniques used in the construction, assembly, and maintenance of sophisticated electronic telecommunication equipment and systems.
- 6.3** Collect data concerning the operating environment, capacity, and efficiency of installed equipment.
- 6.4** Monitor the performance of the operating telecommunication facilities to isolate, correct, and improve operational efficiency.

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6.5 Train other technical personnel in the use of diagnostic equipment, electronic test equipment, and the methods of repair, relocation, or modification of telecommunication network components.

6.6 Perform adds, moves, and changes as required.

6.7 Administer user accounts (both PBX and Voicemail)

6.8 Respond to service requests related to telephone and voicemail service.

6.9 Perform system maintenance such as system backups and restoration as required.

7.0 **Web Development and Web Application Support.** (Webmaster II) The contractor shall:

7.1 Provide web site design, development, implementation, and maintenance.

7.2 Provide analysis and definition of customer requirements.

7.3 Provide estimates on the time and resources required to develop cost proposals.

7.4 Operate and maintain systems in accordance with agency guidelines, using but not limited to the following software: Apache, and IIS web servers.

7.5 Design and develop custom graphics and images for customer sites using Dreamweaver, Adobe PhotoShop and other state-of-the-art applications in accordance with agency guidelines.

7.6 Develop all applications, databases, and functions required to deliver the proposed design. Development shall use server-side processing and database systems specified by the Government.

7.7 Have all work reviewed by contractor quality control representative for functionality and quality. At a minimum, the quality review will confirm that all functions are operational; all of the links work; there are no persistent cookies, the site is section 508 compliant; and meets the client requirements.

7.8 Submit all work to the Government Internet Services Manager or the Government IT Team Leader for approval prior to delivery to the client.

7.9 Maintain all software developed and hosted by WFLHD. Perform a quality review monthly to ensure no problems have developed and all of the links are functional.

7.10 Develop software documentation, user guides, and user training as specified by agency guidelines and as detailed in paragraph 14.0 below.

7.11 Maintain Web Servers and associated software to ensure that non-active sites or applications are archived and removed from the server.

8.0 Computer Systems Application Development. (Client Server Analyst II) The contractor shall:

- 8.1 Define inputs and, as appropriate, interactive displays.
- 8.2 Define standard outputs and, as appropriate, ad hoc inquiry requirements.
- 8.3 Identify all required data elements.
- 8.4 Define and document operating constraints.
- 8.5 Define and document external constraints.
- 8.6 Identify and document control requirements.
- 8.7 Evaluate file and/or access methods.
- 8.8 Develop data storage requirements.
- 8.9 Design logical data relationships.
- 8.10 Define operating procedures.
- 8.11 Define hardware/software environments.
- 8.12 Define subsystem specifications.
- 8.13 Define security and integrity measures.
- 8.14 Document the following: ADP functions and flows required to relate all inputs, outputs and data element groups outlined in customer requirements (this does not imply identification to the module level).
- 8.15 Provide a conceptual design summary.
- 8.16 Provide a description of the major components of the subsystem and their relationships to each other.
- 8.17 Have all work reviewed by the contractor quality control representative for functionality and quality.
- 8.18 Submit all work to the Government's IT Team Leader for approval prior to delivery or implementation.

9.0 Oracle Database Management and Support. (Sr. Computer Systems Analyst)

9.1 The contractor shall manage all corporate Oracle hardware, software and applications/maintenance and reporting tool assets. The contractor shall manage and support current and future migration and upgrade efforts, develop, design, implement, test, and certify Oracle software applications and reporting requirements.

10.0 Program Analysis and Software Development Support. (Client Server Analyst II) The contractor shall:

- 10.1 Provide legacy software systems and applications maintenance as required, (primarily finance, administration, and engineering estimates).
- 10.2 Serve as Remedy Administrator. Maintain and modify Remedy Helpdesk support software as need to insure the efficient operation of the Service Desk.

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